

**CALIFORNIA DEPARTMENT OF TRANSPORTATION  
DUTY STATEMENT**

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| <b>CLASSIFICATION TITLE</b><br>Personnel Supervisor II | <b>DISTRICT/DIVISION/OFFICE</b><br>DHR/Office of Transactions Services |   |
| <b>WORKING TITLE</b><br>Personnel Supervisor II        | <b>POSITION NUMBER</b><br>702-008-1314-XXX                             | <b>EFFECTIVE DATE</b><br>March 23, 2015 |

**As a valued member of the Caltrans team, you make it possible for the Department to improve the mobility across California by being innovative and flexible; reporting to work as scheduled; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team, as well as those we serve.**

**GENERAL STATEMENT:** Under the general direction of a Branch Chief, Office of Transactions Services (Staff Service Manager I - SSMD), the Personnel Supervisor II (Sup II) supervises a portion of the Office of Transactions Services payroll and benefits program and the Clerical Support Unit. The Sup II demonstrates a positive attitude and a commitment to provide quality service that is accurate, timely, and exceeds our customers' expectations. The Sup II provides leadership to staff engaged in a variety of payroll services, and personnel transactions; works in the areas of appointments; separations; payroll-related matters; implements collective bargaining issues; health, dental, vision, life, flex, deferred compensation, and COBRA benefits; leave accounting; disability compensation; adverse actions and salary issues. The Sup II also supervises the Clerical Support Unit staff that performs record retention, supply purchasing, filing, and general clerical work for the Division of Human Resources. This position directly supervises Personnel Supervisors I, Senior Personnel Specialists, Office Technicians, Office Assistants, and indirectly supervises Personnel Specialists.

**TYPICAL DUTIES:**

Percentage                      Job Description  
Essential (E)/Marginal (M)<sup>1</sup>

- 25 % (E)      Delegates, assigns, and coordinates work activities. Provides leadership and guidance to subordinate staff. Ensures that all subordinate staff are committed to providing quality customer service at all times and to the goal to thoroughly meet customer's needs. Selects and hires subordinates. Prepares probationary and other staff evaluations as necessary.
  
- 25 % (E)      Oversees the operations and integrity of the Statewide transaction payroll, document processing, and benefits programs in accordance with State rules, regulations and policies. Interprets civil service laws and rules and departmental policies for management and departmental employees. Ensures that staff implement of all applicable collective bargaining unit contract issues as well as all non-represented and statutory exempts in the areas of personnel and payroll transactions. Analyzes and independently resolves a variety of complex technical personnel and payroll problems. Monitors and prepares reports and recommendations as requested.

Directs clerical support staff in the retrieval and scheduling of official personnel files for

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<sup>1</sup> ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned  
MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others

review, supplies, mailroom, and courier duties. Monitors computerized records tracking system for all Department employees ensuring the security and integrity of the files. Ensures staff maintains all official files according to the Department's retention schedule.

- 20% (E) Assists management and classification analysts with complex personnel and payroll transactions issues. Recommends, develops, and implements internal processes to conform to personnel and payroll procedures and information received from departmental policies.
- 10% (E) Acts as Departmental liaison in personnel and payroll matters with CalHR, State Personnel Board, State Controller's Office, Public Employee's Retirement System, and the Employment Development Department. Confers with these agencies on policies affecting Caltrans. Represents management and acts as an expert resource in personnel and payroll matters in court appearances, Board of Control hearings, and Departmental meetings as needed.
- 10% (E) Monitors and implements changes necessary to meet the Department's effectiveness in personnel and payroll transactions and to ensure that high quality customer service is provided at all times. Provides technical assistance in the implementation of procedures for Department-wide transactions-related databases.
- 10% (E) Acts as the Department's coordinator and representative on a number of statewide committees, task forces, and continuous improvement teams as requested by management. Responds to workers' compensation and subpoenaed records requests, and prepares subpoenaed employee files. Maintains working relationship with outside vendors, act as a liaison between clerical staff and DHR managers.

### **SUPERVISION EXERCISED OVER OTHERS**

Directly supervises Senior Personnel Specialists, Personnel Supervisor Is, Office Technicians, & Office Assistants. Indirectly supervises Personnel Specialists.

### **SUPERVISION RECEIVED**

The incumbent will be directly supervised by a Branch Chief, SSM I and indirectly supervised by the Office Chief, SSM II. The incumbent also acts independently in cooperation with management and staff within the Division of Human Resources. The incumbent is expected to perform duties with a high degree of independence and minimum supervision.

### **KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS**

Must be able to interpret civil service laws, rules, and various personnel manuals from SCO, PERS, CalHR; as well as, Departmental procedures and bargaining unit MOUs. Must have knowledge of modern office methods, supplies, and equipment; business English and correspondence; and principles and techniques of effective supervision and training. Must be able to follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; create clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules, and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary; communicate effectively; and plan, organize, and monitor the work of others.

Must be able to make independent decisions on a regular basis related to employee payroll, leave and benefits. Makes decisions related to the Department's position on statewide transactions issues. Poor judgment could affect employees' pay and benefits and cause considerable hardship to all levels of employees including CEAs and Exempts.

Develops new insights into situations and applies innovative solutions to make organizational improvements. Creates a work environment that encourages creative thinking and innovation. Creates and sustains an organizational culture which encourages others to provide the quality of service essential to high performance.

The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage DHR's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

### **CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS**

The incumbent is responsible for effectively planning, coordinating, and executing office policy and procedures as they relate to the Division of Human Resources. Poor judgment in monitoring, evaluating and reporting information could affect staff's ability to effectively provide quality services to internal and external customers.

Responsible for complying with the Information Practices Act (IPA), Civil Code section 1798, et seq., by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage DHR's reputation as a confidential organization and result in employee grievances or lawsuits. Intentional violation of this Act may result in disciplinary action, up to and including termination of employment.

Poor judgment could affect employees' pay and benefits and cause considerable hardship to all levels of employees including CEAs and Exempts.

### **PUBLIC AND INTERNAL CONTACTS**

Maintains good relationships with staff, management, Department employees, other State agency employees, and the public. Incumbent must maintain a professional manner in dealing with staff or the public. Incumbent must work with others in a cooperative manner.

### **PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS**

Employee may be required to sit for long periods of time using a keyboard and video display terminal. Employee must maintain cooperative working relationships with staff as well as other departmental employees, must respond appropriately to difficult situations, must recognize emotionally charged issues or problems, and must facilitate effective solutions. May on occasion need to assist in movement of boxes or other miscellaneous office supplies and will need to be able to lift items weighing five to ten pounds. Must adjust rapidly to new situations warranting attention and resolution.

## **WORK ENVIRONMENT**

The incumbent will work in a climate-controlled office under artificial lighting. The work site may have limited viewing access to the outdoors and the incumbent may be assigned cubicle space as a base of operation.

I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator).

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Employee Name (please print)

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Employee signature

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Date

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

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Supervisor Name (please print)

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Supervisor signature

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Date